

VAMC MEMPHIS REPORT

UTVA Quarterly Meeting

September 9, 2014

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Medical Center Director, VA Medical Center

Hospital Current Budget

1. Significant personnel additions/losses

Additions: Chief, Emergency Department

Losses: Chief, Ambulatory Care Service
Chief, Dental

2. Cost Efficiency Updates

None

3. Significant Budget fluctuations

As we prepare to close Fiscal Year 2014, the operations budget has remained stable. VAMC Memphis did receive \$3.8M in Accelerated Care Initiative (ACI) funding, July 2014, to accelerate appointments in the local medical community.

Status of Veteran Wait List

Status of Veteran Wait List	Jun	Jul	Aug	Remarks
Primary Care (Main Facility)	4	0	0	No wait list; no delay in service
Primary Care (each Clinic)	123	44	107	No wait list; currently have veterans waiting to transfer care; however all are being accommodated in assigned locations
PTSD	0	0	1	No delays expected
Homemaker Program	61	0	0	No wait list; no delay in service
Adult Day Health	56	55	57	No delay in service
Mental Health	0	1	1	No delay in service
OEF/OIF/OND Clinic	0	0	0	No wait list; no delays expected
Women's Clinic	0	0	4	No delays expected

Patient Satisfaction

1. Current Rating Overall Rating Inpatient – 36.7% Outpatient Provider – 60.9%
2. Current Strengths – **Inpatient:** Shared Decision Making: 71.3%; and Quietness in the Hospital 83.6 **Outpatient:** Comprehensiveness: 64.4%; After Hours Information: 75.9% and Appointment Reminders: 87.6%
3. Current Weaknesses –**Inpatient:** Care Transition and Discharge Information; **Outpatient:** Access
4. Process to reach/ maintain goals: **Inpatient:** We are continuing with the Nurse/Truth Point workgroup to improve inpatient satisfaction. In addition, we are looking into modifying discharge instructions based on the questions in the SHEP survey. **Outpatient:** We are currently conducting real-time assessments of PACT teams to identify where to focus efforts to improve outpatient satisfaction. PACT Team – Copper and Blue have been completed; we are now assessing the Women's Health Clinic.

Continuing Facility Improvements

1. Current Construction Updates

Project Number	Project Title	Status
314-313	Expand and Modernize Operating Rooms	Construction
614-06-103	Mitigate Security Risks	Construction
614-10-102	Expand Emergency Department	Construction
614-10-124	Upgrade Controls & Energy Management System	Construction
614-11-101	Upgrade Fire Sprinkler Protection	Construction
614-13-119	Replace Lab Chiller and Surgery Cooling Tower	Construction nearing substantial completion

2. Upcoming Construction Plans

Project Number	Project Title	Status
314-318	Building 1A Entrance Expand & Structural Improvements	Construction start pending release of funds
614-10-115	Renovate Ground Floor Research	Construction Solicitation

	<p>The renovation and update of OR and Radiology imaging equipment is scheduled for 20 rooms over the next few years. The first rooms over the first few quarters of 2015 include;</p> <p>MRI 1, OR Endo-Hybrid, Digital Radiology Room 1, and General Radiology Room 2.</p>	Construction starts as listed

Medical Facility Clinic Updates

1. Emergency Department: A Non-Recurring Maintenance (NRM) project to expand the Emergency Department was recently awarded a contract for construction. The project will renovate that department, doubling its size. This project will aid hospital flow and reduction in length of stay in the Emergency Department. Construction started April 2014; completion is expected in late 2015.
2. Surgical Suite: A minor construction project to expand and modernize the operating rooms is currently underway and is in the second of six phases. The construction will continue through 2015.

Community Based Outpatient Clinic

As the result of contract requirements the Byhalia, Mississippi CBOC contract was re-announced, resulting in the change of location from Byhalia, MS to Holly Springs, MS, about 16 miles away. Veterans and stakeholders have been notified of the change. The new clinic opened June 1, 2014.

Upcoming/Current Activities or Events

1. Quarterly current events

June 1, the Memphis VAMC's Smithville Community Based Outpatient Clinic (CBOC) held a grand opening celebration of its new clinic. The clinic was damaged in a 2011 tornado. The Director/CEO at the Memphis VAMC attended the opening and shared comments on what the new clinic means for Veterans in the area. Local CBS affiliate, WCBI was on site to film the event. Segment aired on the evening newscast.

On June 12, Cell Phones for Soldiers and AT&T were at the Memphis VAMC to make a donation of computers and iPads and to volunteer in support of Veterans. The team of volunteers provided a variety of services such as

preparing 500 snack kits for homeless Veterans, washing wheelchairs, gardening, and serving lemonade to patients and guests. Supported by AT&T, Cell Phones for Soldiers is a nonprofit organization dedicated to providing cost-free communication services to active-duty military members and Veterans. Reporters from NBC, FOX, ABC affiliates and *The Commercial Appeal* newspaper were on site to conduct interviews. Segments aired on the 6 p.m. newscast.

On June 27, Acting Deputy Under Secretary for Health Operations and Management, and Congressman Steve Cohen (D-TN-District 9) were on site at the Memphis VAMC to meet with the VISN 9 Network Director, Executive Leadership, PAO, and staff for a general overview and tour of the medical center.

July 16, the Medical Center Director/CEO at Memphis VAMC hosted the quarterly Veterans Advisory Council (VAC) meeting. Representatives of the VAC include: American Legion, Tennessee Department of Veterans, Disabled American Veterans, Veterans Services, Shelby County Mayor's Office, Veterans of Foreign Wars, Tennessee Committee for Employer Support of the Guard and Reserve, Military Order of Purple Heart (MOPH), Marine Corp. League, Paralyzed Veterans of America, Women Who Actively Volunteer for Emergency Services (WAVES), and Vietnam Veterans of America. This group functions as a multi-interest body to offer information and advice to the Chief Executive Officer on issues related to quality, effectiveness and patient satisfaction.

July 18, The Chief of Surgical Service at the Memphis VAMC was selected for the fourth consecutive year as a Top Doctor and featured in a special 2014 July edition of *Top Doctors—The Medical Issue* in *Memphis Magazine*.

July 23, Memphis VAMC Associate Medical Center Director, Veterans Justice Outreach Coordinator, and the PAO at the Memphis VAMC attended the second Veterans Court graduation held at the Criminal Justice Center, 201 Poplar Avenue, in the Shelby County General Sessions Division Seven (7) courtroom in downtown Memphis, TN. Eight Veterans who receive their care at the Memphis VAMC participated in the 12 month program. The purpose of the Veterans court is to help address the root causes of why some Veterans commit crimes. The court offered mental health treatment programs for Veterans in lieu of jail time.

1. Congressional Activities:

On May 29, Memphis VAMC Executive Leadership and the PAO met with three representatives from Senator Bob Corker (R-TN) office for an informal visit and tour of the North, South and Dyersburg Community Based Outpatient Clinics (CBOCs).

June 5, The Congressional Liaison and Ambulatory Care's Chief, Primary Care and Specialty PACT, and staff of the Jackson CBOC met representatives of the offices of Senators Lamar Alexander (R-TN) and Bob Corker (R-TN) at the Jackson CBOC. This meeting was in response to their requests to visit and tour Memphis VAMC CBOCs. The Jackson CBOC is one of four CBOCs they have visited over the past week.

On June 25, as a follow up to previous visits at the North, South, Dyersburg, Jackson, and Savannah Community Based Outpatient Clinics (CBOCs), representatives from Senator Bob Corker (R-TN) and Senator Lamar Alexander's office (R-TN), met with members of the Executive Leadership team, PAO, and Chief of Business Office, at the Memphis VAMC for an informal visit and tour of the medical center.